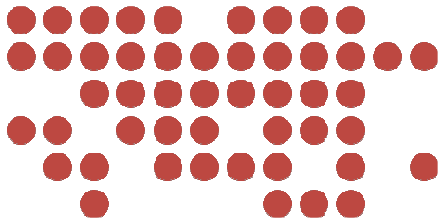# Information Technology Product and Service Catalog

NC Department of Health and Human Services
Division of Information Resource Management

Version 4.0

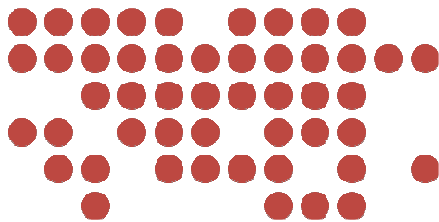NC DHHS Division of Information Resource Management (DIRM)

April 8, 2008

# Table of Contents

# 1.     Introduction

## 1.1.   Purpose

This document is intended for all internal and external customers of the Division of Information Resource Management (DIRM), a division of the North Carolina Department of Health and Human Services (NC DHHS). It provides a guide to the information technology (IT) products and services offered by DIRM.

## 1.2.   Scope

This document provides a listing of products and services offered by DIRM to meet the IT needs of DIRM customers and to assist in their efforts for meeting their mission and vision objectives.

Descriptions of products or services offered by NC DHHS business divisions or offices, the NC Office of Information Technology Services (ITS), or vendors are not included in this document.

## 1.3.   Document Organization

This document is organized to provide readers with an overview of DIRM, and to allow the search and review of DIRM offerings by DIRM section/unit and by an alphabetical listing of all DIRM products and services. In specific, this document is organized into the sections:

1. **Introduction** – This section describes the purpose and scope of this document, and provides an overview of the document's organization.

2. **About the Division of Information Resource Management** – This section describes the mission and vision of DIRM. An overview of the DIRM sections and units is also provided, along with location and hours of operation information.

3. **General DIRM Service Request Information** – This section describes how DIRM internal and external clients/customers can request a DIRM product or service.

4. **DIRM Products/Services Listed by Section/Unit** – Organized by an alphabetical listing of DIRM sections and units, this section describes the products/services that are offered by the division.

5. **DIRM Products/Services Listed Alphabetically** – Organized alphabetically, this section describes the products/services that are offered by DIRM.

# 2.     About the Division of Information Resource Management

## 2.1.   Mission

The mission of the Division of Information Resource Management (DIRM) is to provide enterprise information technology leadership to NC DHHS and its partners so that they can leverage technology resulting ultimately in delivery of consistent, cost effective, reliable, accessible, and secure services.

It is important to emphasize that DIRM provides *enterprise* information technology leadership. Some NC DHHS divisions and offices have information technology sections that are responsible for meeting the unique needs of their respective business areas. The NC DHHS Secretary

delegates authority to DIRM, via [Directive II-12](#), and defines the boundaries between DIRM's IT role and that of information technology sections located in individual NC DHHS divisions and offices.

## 2.2.   Vision

The vision of the Division for the period between July 1, 2007 and June 30, 2010, is that DIRM will support NC DHHS' commitment to provide nationally recognized quality services to the people of North Carolina through efficient, secure, and reliable IT service delivery.

## 2.3.   DIRM Sections and Units

### 2.3.1.   Office of the DHHS Chief Information Officer (CIO)/IT Executive Director

*Karen Tomczak*
*Email: Karen.Tomczak@ncmail.net*
*Phone: 919.855.3160*

This Office provides direction for the Department and Division under the DHHS Secretary's authority as documented in Directive II-12. This office includes the Office of the Deputy Executive Director.

### 2.3.2.   Office of the Deputy Executive Director

*David Rankin*
*Email: David.Rankin@ncmail.net*
*Phone: 919.855.3006*

This Office provides direction for the Division, as delegated by the DHHS CIO/DIRM Executive Director, and oversight of DIRM Security and IT Infrastructure.

### 2.3.3.   Administrative Operations Section

*Kimberly Miller*
*Email: Kimberly.Miller@ncmail.net*
*Phone: 919.855.3002*

This Section provides administrative and clerical support for the DIRM sections and units including maintaining office supplies, overseeing maintenance of office equipment, and updating Division floor plans and organization charts

### 2.3.4.   Applications Management Section

*Karen Tomczak (Position under recruitment)*
*Email: Karen.Tomczak@ncmail.net*
*Phone: 919.855.3160*

This Section documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions to automate and fulfill business requirements of NC DHHS divisions/offices. Described below are the business units under the Section.

| Business Unit | Responsible Party | Unit Description |
|---|---|---|
| Administrative & Financial Applications | Charles Lane<br>Email: Charles.Lane@ncmail.net<br>919.855.3051 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly affect NC DHHS income, liabilities, entitlements, assets, personnel resources, or any other aspect related to the overall administration and/or management of NC DHHS programs, divisions and offices. |
| Common Applications | Bob Andersen<br>Email: Bob.Andersen@ncmail.net<br>Phone: 919.855.3122 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly affect a collection of two or more lines of business. |
| Health Applications | Debbie Liverman<br>Email: Debbie.Liverman@ncmail.net<br>Phone: 919.855.3037 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly prevent and/or protect communities from poor health; also includes applications that provide for the provision of or payment for related services. |
| Human & Disability Applications | Charles Lane<br>Email: Charles.Lane@ncmail.net<br>919.855.3051 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly affect individuals or communities of individuals with physical or learning impairments and/or disabilities; also includes applications that provide for the provision of or payment for related services. |
| Medical Applications | Joey Prince<br>Email: Joey.Prince@ncmail.net<br>Phone: 919.855.3099 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly affect diagnoses, procedures, and/or treatments that are curative and/or therapeutic to individuals; also includes applications that provide for the provision of or payment for related services (e.g., health plans such as Medicaid). |
| Social & Economic Applications | Angela Taylor<br>Email: Angela.Taylor@ncmail.net<br>Phone: 919.855.3260 | Documents requirements for, plans, designs, develops, tests, implements and maintains application software solutions that directly or indirectly affect family or community relationships, social mobility, status and/or identity. |

### 2.3.5.   Compliance Verification Section

*Arun Kumar*
*Email: Arun.Kumar@ncmail.net*
*Phone: 919.855.3190*

This Section assesses, evaluates, and reports on the internal controls and adherence to IT administrative policies, standards and procedures; and State and Federal mandates.

### 2.3.6.   DIRM Privacy & Security Section

*David Rankin (Position under recruitment)*
*Email: David.Rankin@ncmail.net*
*Phone: 919.855.3006*

This Section facilitates DIRM standards discussion and establishment; brokers DIRM involvement in external privacy and security standards committees; investigates DIRM security & privacy threats and incidents, brokers solutions and recommends preventative actions; coordinates to establish DIRM privacy and security procedures and business practices; and coordinates responses to audits.

***Note:*** *For non-DIRM, Department-wide, privacy and security concerns, please contact the DHHS Privacy & Security Office at* [https://www.security.dhhs.state.nc.us/](https://www.security.dhhs.state.nc.us/)

### 2.3.7.   Financial Management Section

> *Wanda Mandeville*
> *Email: Wanda.Mandeville@ncmail.net*
> *Phone: 919.855.3003*

This Section reviews and assists in the approval process for DHHS IT projects/initiatives by coordinating with Budget Officers across DHHS divisions/offices regarding the business case development for IT initiatives and projects, and cost-benefit analysis for the Department's IT investments. The Section also provides consultation and support regarding IT budget related matters and the financial management of IT products and services.

### 2.3.8.   Infrastructure Section

> *Vernon T. Brown*
> *Email: Vernon.T.Brown@ncmail.net*
> *Phone: 919.855.3310*

This Section assists DHHS divisions/offices with the acquisition, installation, technical assistance and consultation of all IT infrastructure solutions. It includes the following business units:

| Business Unit | Responsible Party | Unit Description |
|---|---|---|
| Desktop Support | David Goode<br>Email: David.Goode@ncmail.net<br>Phone: 919.855.3340 | Assists DHHS divisions/offices with the acquisition, deployment, management, support and inventory of desktops/laptops and associated software and peripherals |
| Engineering | Scot Suits<br>Email: Scot.Suits@ncmail.net<br>Phone: 919.855.3317 | Performs or coordinates requirements capture and analysis for new or modified infrastructure technology, and related designs, models and prototyping. |
| IT Customer Support | Jo Ann Parker (Interim)<br>Email: Jo.Ann.Parker@ncmail.net<br>Phone: 919.855.3240 | Provides first-level help desk support to answer commonly asked questions and to provide universal, first-level resolutions regarding the products and services offered by DIRM. |
| Networking Services | Gary Lopes<br>Email: Gary.Lopes@ncmail.net<br>Phone: 919.855.3378 | Assists DHHS divisions/offices with the acquisition, deployment, management, and support of network devices (i.e., switches, routers, and firewalls), VoIP, dial-up services and wireless. |
| Off-Site Support | Joe Fort<br>Email: Joe.Fort@ncmail.net<br>Phone: 919.855.3307 | Provides first level technical infrastructure (i.e., desktop, server and networking) field support to underserved customer communities |
| Printing Operations | Lee Johnson<br>Email: Lee.Johnson@ncmail.net<br>Phone: 919.733.7270 | Provide print services to NC DHHS divisions/offices including media conversion, reproduction services, finishing (e.g., collating and binding), distribution services, and employee badge creation |
| Server Support | Scot Suits (Interim)<br>Email: Scot.Suits@ncmail.net<br>Phone: 919.855.3317 | Assists DHHS divisions/offices with the acquisition, deployment, management and support of server hardware and associated software, peripherals, technology and processes. |

### 2.3.9. Strategic Planning & Execution Section

*Rhonda Keyes*
*Email: Rhonda.Keyes@ncmail.net*
*Phone: 919.855.3164*

This Section proactively and regularly evaluates trends, requirements, and opportunities to determine ideal states for information technology (IT), including product and service offerings and management methods. It includes the following business units:

| Business Unit | Responsible Party | Unit Description |
|---|---|---|
| Business Process Improvement, IT Product & Service Consulting | Mark Prakke<br>Email: Mark.Prakke@ncmail.net<br>Phone: 919.855.3052 | Assesses designs and consults to incorporate automation into the business processes of NC DHHS divisions/offices. Coordinates with the DIRM Customer Relationship Unit to introduce IT products and services within the context of NC DHHS business processes. |
| Customer Relationship Management | Douglas Howard<br>Email: Douglas.Howard@ncmail.net<br>Phone: 919.855.3166 | Forecasts the demand for the IT products and services offered by DIRM, resolves complaints about DIRM from NC DHHS divisions/offices, manages service level agreements (SLAs) between DIRM and NC DHHS divisions/offices, maintains the DIRM Product and Service Catalog, and surveys and assesses the results of DIRM's customer satisfaction. |
| IT Architecture, Interdependent Designs & Research | Jim Golden (Interim)<br>Email: Jim.Golden@ncmail.net<br>Phone: 919.855.3168 | Creates and aligns the technology vision for the Department with business strategy by integrating DHHS processes with the appropriate technologies. This Section maintains the architectures of existing enterprise systems, while providing direction in all technology related issues in support of information operations and core Departmental principles. |
| IT Standards & Policies Coordination | Rhonda Keyes (Position under recruitment)<br>Email: Rhonda.Keyes@ncmail.net<br>Phone: 919.855.3164 | Develops, revises, builds consensus for, distributes, interprets, and maintains IT standards and policies for NC DHHS. |

### 2.3.10. Vendor Management & Project Consulting Section

*Charles Lane (Interim)*
*Email: Charles.Lane@ncmail.net*
*Phone: 919.855.3051*

This Section coordinates acquisitions for information systems and technology across all NC DHHS divisions/offices; monitors and evaluates the performance of IT suppliers; tracks and negotiates IT contracts. It also provides consultative services Department-wide on the process of managing the initiation, planning, execution, controlling, monitoring and closing of IT projects/initiatives.

### 2.3.11. Primary DIRM Locations

- **Anderson Building, located at 695 Palmer Drive, Raleigh, NC  27603**. The DIRM business units located in this main DIRM facility are the Office of the Chief Information Officer, the Office of the Deputy Executive Director, the Administrative Operations Section, the Strategic Planning & Execution Section, the Financial Management Section, the Compliance Verification Section, the Applications Management Section, the Vendor Management  & Project Consulting Section, and the DHHS and DIRM Privacy & Security Offices.

- **Dobbin Building, located at 701 Palmer Drive, Raleigh, NC 27603**. The DIRM business units located in this building are the IT Customer Support Section and some of the Applications Management Section from the Common and Social & Economic Applications Management Units.

- **Harvey Building, located at 705 Picot Drive, Raleigh, NC 27603**. The DIRM business units located in this building are the IT Infrastructure Section and the Engineering Services Section. Staffing resources from the DHHS Seat Management vendor are also housed at this location to provide support for the desktops that are under the DHHS Seat Management program.

- **Ruggles Building, located at 800 Ruggles Drive, Raleigh, NC 27603**. The business unit located in this building is the DHHS Print Shop Unit, which is part of the IT Infrastructure Section.

- **Terminal Drive Building, located at 3301 Terminal Drive, Raleigh, NC 27601**. The business unit located in this building is the Applications Management Section application support teams for the Medical and the Social & Economic Application Management Units.

## 2.4. Hours of Operation

Normal business hours for the Division, its personnel, products and services are 8:00 am through 5:00 pm Monday through Friday, except for state holidays. As an exception, the IT Infrastructure and IT Customer Support Sections operate from the hours of 7:30 A.M. to 5:30 P.M. and 7:00 A.M. to 5:30 P.M., respectively. Extended hours of operation may be coordinated and approved as needed.

# 3.   General DIRM Product/Service Request Information

## 3.1.  How to Request General Service

New requests for the coordination, consultation, design, support and/or service of all DIRM products and services should be opened through the DHHS IT Customer Support Center via phone (919-855-3200) or email (dhhs.customer.support.center@ncmail.net).

### 3.1.1.  Privacy and Security Requests

If any DHHS division or office suspects a system has been compromised or is being attacked, please report the incident immediately to the DHHS Privacy and Security Office (PSO) via the DHHS Privacy and Security Incident Report:
https://www.security.dhhs.state.nc.us/incident/index.php

Report any suspected theft or misuse of State-owned or Seat Managed personal computer equipment (i.e., desktop/notebook computer, server, peripheral device or other IT asset) to the NC DHHS Division of Budget and Analysis via the incident reporting form located on the DHHS Online Manuals Web site: http://info.dhhs.state.nc.us/olm/forms/dhs/dhhs_0001-ia.pdf. If a stolen item contained confidential or sensitive information, the loss of equipment must also be

reported as a security breach as detailed above. Local authorities should also be contacted if the incident occurred outside of the normal work environment.

# 4.     DIRM Products/Services Listed by Section/Unit

The following products and services are deliverables produced for all DHHS divisions/offices, including all DIRM sections/units. The table below lists DIRM products and services by DIRM Section/Unit, which are presented alphabetically.

| Responsible DIRM Section/Unit | Product or Service Deliverables | Description |
|---|---|---|
| Applications Management - All lines of business | Application Planning, Development, Transfer, Maintenance and Enhancement | Document requirements for, plan, design, develop, test, and implement application software solutions to meet business requirements. Provide provision, including giving users access (e.g., RACF), and monitor access rights and privileges for deployed software. Plan and manage projects to develop new or enhance existing application software solutions. Develop the skills and knowledge of all users so they can perform their application software roles effectively and efficiently. |
| Applications Management - All lines of business | Application Planning, Development, Transfer, Maintenance and Enhancement | Document requirements for, plan, design, develop, test and implement documentation that accompanies software solutions to explain operations and use. Remedy defects in, enhance in accordance with authorized user requests, and optimize deployed software. Maintain application software solutions as necessary to ensure that solutions meet the specified requirements and fulfill the intended use when operating in the intended environment throughout the life expectancy of the solutions. |
| Business Process Improvement, IT Product & Service Consulting | Assess Current Business State | Work with clients to benchmark and analyze how effective current processes are at meeting business requirements. Evaluate and recommend best practices and IT products and services that could automate and simplify business processes. |
| Business Process Improvement, IT Product & Service Consulting | Business Process Design | Work with clients to integrate new requirements into existing business processes or design new business processes from the ground up. |
| Business Process Improvement, IT Product & Service Consulting | Process Automation Design | Coordinate with the IT Architecture, Interdependent Designs & Research Unit to design structured frameworks that manage the complexity of client processes. |
| Common Applications Management | Application Planning, Development, Transfer, Maintenance and Enhancement | Coordinate department-wide data definitions and provide access to, manage and support repositories of internal data that is shared across multiple NC DHHS divisions/offices. |
| Compliance Verification | Compliance Audits | Conduct compliance audits and provide assessment summaries on request. Service is provided only to the NC DHHS Office of the Internal Auditor and all DIRM sections. |
| Customer Relationship Management | Account Management | Enhance and foster the day-to-day relationship between DIRM and NC DHHS divisions/offices. Maintain a record and holistic view of all DIRM products and services used by each NC DHHS division/office. Execute, manage and maintain SLAs with all NC DHHS divisions/offices. Assist NC DHHS divisions/offices with IT project proposals to the IT Governance Committee, as required. |
| Customer Relationship Management | Complaints Resolution | Receive and resolve complaints from DIRM clients; maintain a record of all complaints; evaluate DIRM's offering and processes in the context of complaints; and recommend methods for correcting deficiencies and improving customer service |

| Responsible DIRM Section/Unit | Product or Service Deliverables | Description |
|---|---|---|
| Customer Relationship Management | Customer Satisfaction | Survey and assess results of customer satisfaction |
| Customer Relationship Management | Forecast Demand | Proactively investigate and maintain a record of all IT-related business drivers from all DIRM clients, including trends, goals, objectives and strategies. Forecast demand for IT products and services. |
| Customer Relationship Management | Product and Service Catalog | Maintain listing of all DIRM products and services offered and consult with the Business Process Improvement, IT Products & Services Unit to match DIRM's products and services with client needs. |
| DIRM Privacy & Security | Business Impact Analysis | Coordinate business impact analysis for DIRM to achieve the following:<br>▪ Differentiate critical and non-critical organizational functions that have technology components.<br>▪ Document potential threats.<br>▪ Document potential impact scenarios.<br>▪ Document technical requirements for recovery. |
| DIRM Privacy & Security | Disaster Recovery | Coordinate to design and test disaster recovery solutions for DIRM that meet technical requirements for recovery<br><br>Coordinate to regularly test disaster recovery solutions and maintain DIRM Business Continuity Plan (BCP). Includes regularly (1) confirming the information in the BCP; (2) testing and verifying technical solutions established for disaster recovery; (3) testing and verifying documented disaster recovery procedures; and (4) coordinating the reanalysis of test failures/issues. |
| Engineering Services | Acquisition and Installation Technical Assistance and Consultation | Review and approve all infrastructure-centric technology-based requests for purchases via the eProcurement process. |
| Financial Management | Cost Accounting | Determine and analyze costs of all DIRM products and services; determine methods for allocating costs to and across DIRM sections; assess, maintain and publish section costs; consult and coordinate with the Customer Relationship Management Unit to match costs to customers; and plan for cost allocation across funding sources. |
| Financial Management | Financial Analysis, Planning & Management | Provide input to but is not responsible for performing project cost forecasting and budgeting; coordinate with DIRM's sections, the IT Governance Committee and the NC DHHS Division of Budget and Analysis to determine whether and how IT proposals and projects should receive funding.<br><br>Ensure adequate funding is provided and available to meet DIRM's requirements for the provision of IT services to NC DHHS divisions/offices.<br><br>Serve as a liaison between DIRM and NC DHHS Budget Offices, NC Office of Information Technology Services - Fiscal Office, NC Office of the Controller and the NC Office of State Budget and Management |
| IT Architecture, Interdependent Designs & Research | Information Technology Research | Research and provide subject matter expertise, proactively and in response to notices of need regarding industry directions and viable technical alternatives.<br><br>Maintain inventories of and provide subject matter expertise regarding shared solutions that comply with architecture standards. |
| IT Architecture, Interdependent Designs & Research | IT Architecture | Proactively and in response to notices of need, facilitate standards discussions and establishment. Publish and maintain NC DHHS' IT Architecture.<br><br>Coordinate with the DIRM Strategic Planner &Executive Advisor to ensure that architecture principles, guidelines and targeted standards are synchronized with strategic plans.<br><br>Consult and coordinate with the Business Process Improvement, IT Product & Service Unit to ensure that architecture standards and shared solutions are capable of managing the complexity of client processes. |

| Responsible DIRM Section/Unit | Product or Service Deliverables | Description |
|---|---|---|
| IT Architecture, Interdependent Designs & Research | IT Architecture Planning | Broker NC DHHS involvement in external IT standards committees, including those sponsored by government and non-government entities. |
| IT Architecture, Interdependent Designs & Research | IT Architecture Training | Make training resources available to facilitate the use of shared technical solutions and encourage compliance with architecture standards. |
| IT Customer Support | Help Desk Support | Provide first-level help desk to answer commonly asked questions, and provide universal, first-level resolutions.<br><br>Report, track, assign and escalate issues and inquiries to the appropriate DIRM section or unit based on the product and service. |
| IT Customer Support | IT Support Scorecard | Maintain scorecard/metrics related to call resolution and responding to client requests for assistance. |
| IT Customer Support | User Account Administration | Arrange accounts, passwords and access authorization in accordance with security decisions made by application owners. |
| IT Infrastructure | Application Server | Design, acquire, install and manage the framework to share software programs across a network to multiple computers. |
| IT Infrastructure | Assistive Technology | Provide assistive technology devices and related consultation for information systems and technology products |
| IT Infrastructure | Communications Server | Design, acquire, install and manage the framework to enable sharing of multimedia, and wireless broadband services across a network to multiple computers. |
| IT Infrastructure | Coordinated Enterprise Services | Provide interactive services to NC DHHS divisions/offices such as email, computer conferencing, bulletin boards, metered software, and specialized workstations (e.g., kiosks) |
| IT Infrastructure | Data Restoration | Provide framework and related services for the copying and storage of data to enable restoration after a data loss event |
| IT Infrastructure | Database Server | Design, acquire, install and manage the framework to enable sharing of collected records, structured data and information across a network to multiple computers. |
| IT Infrastructure | Fax Server | Design, acquire, install and manage the framework to enable accepting of documents from users, converting them into faxes, and transmitting them; receiving fax calls and either storing the incoming documents or passing them on to users |
| IT Infrastructure | File Server | Design, acquire, install and manage the framework to enable sharing of files across network users using a directory (i.e., folder) structure. |
| IT Infrastructure | Firewall Acquisition and Installation | Provide framework that controls traffic between computer networks with different zones of trust |
| IT Infrastructure | List Server | Design, acquire, install and manage the framework to manage interactive discussions open to the public and one-way lists that deliver announcements, newsletters, or advertising. |
| IT Infrastructure | Network Administration and Management | Provide facilitation and coordination related to the design, physical wiring and management of networks. Services include management of network hardware (e.g., switches routers, etc.), transport protocols and provisions for wireless networks. |
| IT Infrastructure | Personal Computer (PC) | Design, acquire, install and manage the framework to enable users to perform word processing, internet browsing, internet faxing, email and other digital messaging, multimedia playback, computer programming, etc.; includes desktop computers, notebook computers, personal digital assistants (PDAs), portable computers, tablet computers, and wearable computers. |
| IT Infrastructure | Print Management | Provide, manage and support devices that produce paper copies of documents stored in electronic form. |

| Responsible DIRM Section/Unit | Product or Service Deliverables | Description |
|---|---|---|
| IT Infrastructure | Print Operations | Provide print services to NC DHHS divisions/offices including media conversion, reproduction services (e.g., optical character recognition, disk format conversions, electronic forms design and implementation, high volume copying and electronic printing, report routing, document creation from post cards to laser printed generated documents, and host-to-post processing using postal and address cleansing software). <br><br> Provide finishing (e.g., collating and binding) and distribution services, printing and reprographics. <br><br> Coordinate and create NC DHHS employee identification (ID) badges. |
| IT Infrastructure | Print Server | Design, acquire, install and manage the framework to enable sharing and maintenance of printers across a network to multiple computers. |
| IT Infrastructure | Telecommunications | Design, acquire, install and manage the framework to transmit and receive voice and speech across distances via Voice over Internet Protocol (VOIP). |
| IT Infrastructure | Virus Protection | Deploy tools to identify, thwart and eliminate computer viruses and other malicious software. |
| IT Infrastructure | Web Server | Acquire, design, install and manage the framework to host Web sites, and to enable the acceptance of requests from and sending responses to Web browsers and applications. |
| IT Standards & Policies | IT Policies and Standards | Coordinate the development, consensus-building, distribution, revision, interpretation and maintenance of IT policies and standards for NC DHHS. |
| Vendor Management & Project Consulting | IT Contract Monitoring and Evaluation | Monitor and evaluate the performance of IT suppliers, track IT contracts, notify appropriate people of contract events (e.g., renewals) and maintain vendor- and contract-related records, ensuring adherence to contract terms, including license and support agreements, contracts, memorandums of understanding (MOUs), memorandums of agreement (MOAs), business associate agreements (BAAs), and service level agreements (SLAs). |
| Vendor Management & Project Consulting | IT Contract Negotiation | Coordinate to negotiate contracts and ensure the mediation of disputes for license and support agreements, contracts, MOUs, MOAs, BAAs, and SLAs. |
| Vendor Management & Project Consulting | IT Procurement Management | Coordinate to develop procurement strategies, write and process procurement documents, qualify suitable IT suppliers, and design IT contracts. Includes license and support agreements, contracts, MOUs, MOAs, BAAs, and SLAs. |
| Vendor Management & Project Consulting | IT Supplier Management | Coordinate to develop guidelines, set standards and establish quality measures to monitor and evaluate the performance of IT suppliers. |
| Vendor Management & Project Consulting | IT Vendor Communications | Coordinate to develop vendor communication programs, including documented IT procurement and payment policies and guidelines; a vendor handbook with guidelines and procedures for doing IT business with NC DHHS; and interpretation of written guidelines from vendors that spell out when purchase orders are required, the approval levels and signing authority. |
| Vendor Management & Project Consulting | Portfolio Management | Provide consultation in the process of managing a portfolio of multiple ongoing inter-dependent projects. Includes the balancing of short, medium and long-term project priorities; performing project capacity planning; determining the optimum timing for projects; and identifying and monitoring inter-project dependencies. |
| Vendor Management & Project Consulting | Project Management Consulting | Provide consultation in the process of managing initiation, planning, execution, controlling, monitoring and closing of IT projects. Includes management of integration, scope, time, cost, quality, human resources, communications, issues and risk, and procurement. <br><br> Coordinate response to audits, information requests, and findings related to IT projects |
| Vendor Management & Project Consulting | Resource Allocation | Provide consultation in the coordination and prioritization of personnel and financial resources across projects, NC DHHS divisions/offices, and other state and local government entities. |

# 5.    DIRM Products/Services Listed Alphabetically

The following products and services are deliverables produced for all DHHS divisions/offices, including all DIRM sections/units. The table below lists DIRM products and services alphabetically.

| Product or Service | Description | Responsible DIRM Section/Unit |
|---|---|---|
| Account Management | Enhance and foster the day-to-day relationship between DIRM and NC DHHS divisions/offices. Maintain a record and holistic view of all DIRM products and services used by each NC DHHS division/office. Execute, manage and maintain SLAs with all NC DHHS divisions/offices. Assist NC DHHS divisions/offices with IT project proposals to the IT Governance Committee, as required. | Customer Relationship Management |
| Acquisition and Installation Technical Assistance and Consultation | Review and approve all infrastructure-centric technology-based requests for purchases via the eProcurement process. | Engineering Services |
| Application Planning, Development, Transfer, Maintenance and Enhancement | Document requirements for, plan, design, develop, test, and implement application software solutions to meet business requirements. Provide provision, including giving users access (e.g., RACF), and monitor access rights and privileges for deployed software. Plan and manage projects to develop new or enhance existing application software solutions. Develop the skills and knowledge of all users so they can perform their application software roles effectively and efficiently. | Applications Management - All lines of business |
| Application Planning, Development, Transfer, Maintenance and Enhancement | Document requirements for, plan, design, develop, test and implement documentation that accompanies software solutions to explain operations and use. Remedy defects in, enhance in accordance with authorized user requests, and optimize deployed software. Maintain application software solutions as necessary to ensure that solutions meet the specified requirements and fulfill the intended use when operating in the intended environment throughout the life expectancy of the solutions. | Applications Management - All lines of business |
| Application Planning, Development, Transfer, Maintenance and Enhancement | Coordinate department-wide data definitions and provide access to, manage and support repositories of internal data that is shared across multiple NC DHHS divisions/offices. | Common Applications Management |
| Application Server | Design, acquire, install and manage the framework to share software programs across a network to multiple computers. | IT Infrastructure |
| Assess Current Business State | Work with clients to benchmark and analyze how effective current processes are at meeting business requirements. Evaluate and recommend best practices and IT products and services that could automate and simplify business processes. | Business Process Improvement, IT Product & Service Consulting |
| Assistive Technology | Provide assistive technology devices and related consultation for information systems and technology products | IT Infrastructure |
| Business Impact Analysis | Coordinate business impact analysis for DIRM to achieve the following:<br>▪ Differentiate critical and non-critical organizational functions that have technology components.<br>▪ Document potential threats.<br>▪ Document potential impact scenarios.<br>Document technical requirements for recovery. | DIRM Privacy & Security |

| Product or Service | Description | Responsible DIRM Section/Unit |
|---|---|---|
| Business Process Design | Work with clients to integrate new requirements into existing business processes or design new business processes from the ground up. | Business Process Improvement, IT Product & Service Consulting |
| Communications Server | Design, acquire, install and manage the framework to enable sharing of multimedia, and wireless broadband services across a network to multiple computers. | IT Infrastructure |
| Complaints Resolution | Receive and resolve complaints from DIRM clients; maintain a record of all complaints; evaluate DIRM's offering and processes in the context of complaints; and recommend methods for correcting deficiencies and improving customer service | Customer Relationship Management |
| Compliance Audits | Conduct compliance audits and provide assessment summaries on request. Service is provided only to the NC DHHS Office of the Internal Auditor and all DIRM sections. | Compliance Verification |
| Coordinated Enterprise Services | Provide interactive services to NC DHHS divisions/offices such as email, computer conferencing, bulletin boards, metered software, and specialized workstations (e.g., kiosks) | IT Infrastructure |
| Cost Accounting | Determine and analyze costs of all DIRM products and services; determine methods for allocating costs to and across DIRM sections; assess, maintain and publish section costs; consult and coordinate with the Customer Relationship Management Unit to match costs to customers; and plan for cost allocation across funding sources. | Financial Management |
| Customer Satisfaction | Survey and assess results of customer satisfaction | Customer Relationship Management |
| Data Restoration | Provide framework and related services for the copying and storage of data to enable restoration after a data loss event | IT Infrastructure |
| Database Server | Design, acquire, install and manage the framework to enable sharing of collected records, structured data and information across a network to multiple computers. | IT Infrastructure |
| Disaster Recovery | Coordinate to design and test disaster recovery solutions for DIRM that meet technical requirements for recovery<br><br>Coordinate to regularly test disaster recovery solutions and maintain DIRM Business Continuity Plan (BCP). Includes regularly (1) confirming the information in the BCP; (2) testing and verifying technical solutions established for disaster recovery; (3) testing and verifying documented disaster recovery procedures; and (4) coordinating the reanalysis of test failures/issues. | DIRM Privacy & Security |
| Fax Server | Design, acquire, install and manage the framework to enable accepting of documents from users, converting them into faxes, and transmitting them; receiving fax calls and either storing the incoming documents or passing them on to users | IT Infrastructure |
| File Server | Design, acquire, install and manage the framework to enable sharing of files across network users using a directory (i.e., folder) structure. | IT Infrastructure |
| Financial Analysis, Planning & Management | Provide input to but is not responsible for performing project cost forecasting and budgeting; coordinate with DIRM's sections, the IT Governance Committee and the NC DHHS Division of Budget and Analysis to determine whether and how IT proposals and projects should receive funding.<br><br>Ensure adequate funding is provided and available to meet DIRM's requirements for the provision of IT services to NC DHHS divisions/offices.<br><br>Serve as a liaison between DIRM and NC DHHS Budget Offices, NC Office of Information Technology Services - Fiscal Office, NC Office of the Controller and the NC Office of State Budget and Management | Financial Management |
| Firewall Acquisition and Installation | Provide framework that controls traffic between computer networks with different zones of trust | IT Infrastructure |

| Product or Service | Description | Responsible DIRM Section/Unit |
|---|---|---|
| Forecast Demand | Proactively investigate and maintain a record of all IT-related business drivers from all DIRM clients, including trends, goals, objectives and strategies. Forecast demand for IT products and services. | Customer Relationship Management |
| Help Desk Support | Provide first-level help desk to answer commonly asked questions, and provide universal, first-level resolutions. Report, track, assign and escalate issues and inquiries to the appropriate DIRM section or unit based on the product and service. | IT Customer Support |
| Information Technology Research | Research and provide subject matter expertise, proactively and in response to notices of need regarding industry directions and viable technical alternatives. Maintain inventories of and provide subject matter expertise regarding shared solutions that comply with architecture standards. | IT Architecture, Interdependent Designs & Research |
| IT Architecture | Proactively and in response to notices of need, facilitate standards discussions and establishment. Publish and maintain NC DHHS' IT Architecture. Coordinate with the DIRM Strategic Planner &Executive Advisor to ensure that architecture principles, guidelines and targeted standards are synchronized with strategic plans. Consult and coordinate with the Business Process Improvement, IT Product & Service Unit to ensure that architecture standards and shared solutions are capable of managing the complexity of client processes. | IT Architecture, Interdependent Designs & Research |
| IT Architecture Planning | Broker NC DHHS involvement in external IT standards committees, including those sponsored by government and non-government entities. | IT Architecture, Interdependent Designs & Research |
| IT Architecture Training | Make training resources available to facilitate the use of shared technical solutions and encourage compliance with architecture standards. | IT Architecture, Interdependent Designs & Research |
| IT Contract Monitoring and Evaluation | Monitor and evaluate the performance of IT suppliers, track IT contracts, notify appropriate people of contract events (e.g., renewals) and maintain vendor- and contract-related records, ensuring adherence to contract terms, including license and support agreements, contracts, memorandums of understanding (MOUs), memorandums of agreement (MOAs), business associate agreements (BAAs), and service level agreements (SLAs). | Vendor Management & Project Consulting |
| IT Contract Negotiation | Coordinate to negotiate contracts and ensure the mediation of disputes for license and support agreements, contracts, MOUs, MOAs, BAAs, and SLAs. | Vendor Management & Project Consulting |
| IT Policies and Standards | Coordinate the development, consensus-building, distribution, revision, interpretation and maintenance of IT policies and standards for NC DHHS. | IT Standards & Policies |
| IT Procurement Management | Coordinate to develop procurement strategies, write and process procurement documents, qualify suitable IT suppliers, and design IT contracts. Includes license and support agreements, contracts, MOUs, MOAs, BAAs, and SLAs. | Vendor Management & Project Consulting |
| IT Supplier Management | Coordinate to develop guidelines, set standards and establish quality measures to monitor and evaluate the performance of IT suppliers. | Vendor Management & Project Consulting |
| IT Support Scorecard | Maintain scorecard/metrics related to call resolution and responding to client requests for assistance. | IT Customer Support |
| IT Vendor Communications | Coordinate to develop vendor communication programs, including documented IT procurement and payment policies and guidelines; a vendor handbook with guidelines and procedures for doing IT business with NC DHHS; and interpretation of written guidelines from vendors that spell out when purchase orders are required, the approval levels and signing authority. | Vendor Management & Project Consulting |

| Product or Service | Description | Responsible DIRM Section/Unit |
|---|---|---|
| List Server | Design, acquire, install and manage the framework to manage interactive discussions open to the public and one-way lists that deliver announcements, newsletters, or advertising. | IT Infrastructure |
| Network Administration and Management | Provide facilitation and coordination related to the design, physical wiring and management of networks. Services include management of network hardware (e.g., switches routers, etc.), transport protocols and provisions for wireless networks. | IT Infrastructure |
| Personal Computer (PC) | Design, acquire, install and manage the framework to enable users to perform word processing, internet browsing, internet faxing, email and other digital messaging, multimedia playback, computer programming, etc.; includes desktop computers, notebook computers, personal digital assistants (PDAs), portable computers, tablet computers, and wearable computers. | IT Infrastructure |
| Portfolio Management | Provide consultation in the process of managing a portfolio of multiple ongoing inter-dependent projects. Includes the balancing of short, medium and long-term project priorities; performing project capacity planning; determining the optimum timing for projects; and identifying and monitoring inter-project dependencies. | Vendor Management & Project Consulting |
| Print Management | Provide, manage and support devices that produce paper copies of documents stored in electronic form. | IT Infrastructure |
| Print Operations | Provide print services to NC DHHS divisions/offices including media conversion, reproduction services (e.g., optical character recognition, disk format conversions, electronic forms design and implementation, high volume copying and electronic printing, report routing, document creation from post cards to laser printed generated documents, and host-to-post processing using postal and address cleansing software). Provide finishing (e.g., collating and binding) and distribution services, printing and reprographics. Coordinate and create NC DHHS employee identification (ID) badges. | IT Infrastructure |
| Print Server | Design, acquire, install and manage the framework to enable sharing and maintenance of printers across a network to multiple computers. | IT Infrastructure |
| Process Automation Design | Coordinate with the IT Architecture, Interdependent Designs & Research Unit to design structured frameworks that manage the complexity of client processes. | Business Process Improvement, IT Product & Service Consulting |
| Product and Service Catalog | Maintain listing of all DIRM products and services offered and consult with the Business Process Improvement, IT Products & Services Unit to match DIRM's products and services with client needs. | Customer Relationship Management |
| Project Management Consulting | Provide consultation in the process of managing initiation, planning, execution, controlling, monitoring and closing of IT projects. Includes management of integration, scope, time, cost, quality, human resources, communications, issues and risk, and procurement. Coordinate response to audits, information requests, and findings related to IT projects | Vendor Management & Project Consulting |
| Resource Allocation | Provide consultation in the coordination and prioritization of personnel and financial resources across projects, NC DHHS divisions/offices, and other state and local government entities. | Vendor Management & Project Consulting |
| Telecommunications | Design, acquire, install and manage the framework to transmit and receive voice and speech across distances via Voice over Internet Protocol (VOIP). | IT Infrastructure |
| User Account Administration | Arrange accounts, passwords and access authorization in accordance with security decisions made by application owners. | IT Customer Support |
| Virus Protection | Deploy tools to identify, thwart and eliminate computer viruses and other malicious software. | IT Infrastructure |

| Product or Service | Description | Responsible DIRM Section/Unit |
|---|---|---|
| Web Server | Acquire, design, install and manage the framework to host Web sites, and to enable the acceptance of requests from and sending responses to Web browsers and applications. | IT Infrastructure |

# 6.     Acronyms and Abbreviations

The following table provides a list of and definitions for the acronyms and abbreviations used in this document.

| Term | Definitions |
|---|---|
| BAA | Business Associate Agreement |
| BCP | Business Continuity Plan |
| CIO | Chief Information Officer |
| DIRM | Division of Information Resource Management |
| Fax | Facsimile |
| ID | Identification |
| IT | Information Technology |
| MOA | Memorandum of Agreement |
| MOU | Memorandum of Understanding |
| NC DHHS | North Carolina Department of Health and Human Services |
| NC ITS | North Carolina Office of Information Technology Services |
| PBX | Private Branch Exchange |
| PC | Personal Computer |
| PDA | Personal Digital Assistant |
| PSO | Privacy & Security Office |
| SBI | State Bureau of Information |
| SLA | Service Level Agreement |
| VoIP | Voice over Internet Protocol |

# 7.     Document References

- Multiple Internet sources including the following:
    - http://info.dhhs.state.nc.us/olm/manuals/oos/dir/man/DirII-12a.htm
    - https://www.security.dhhs.state.nc.us/incident_report.aspx
    - http://info.dhhs.state.nc.us/olm/forms/dhs/dhhs_0001-ia.pdf
    - http://dirm.state.nc.us/dirmhome/
    - http://dirm.state.nc.us/dirmhome/mission.html
    - http://dirm.state.nc.us/dirmhome/policies.html
- NC DHHS Business Plan, Office of Policy and Planning, NC DHHS, December 1, 2006
- Technology Plan, NC DHHS, December 1, 2006

# 8. DIRM Product and Service Index

*\*\*\*End of Document\*\*\**